

4.0 RESTORATION PRIORITY

An important feature of the TSP System is that, with certain exceptions, service vendors are required to restore services with TSP restoration assignments before telecommunication services without such assignments. A service user obtains a restoration priority assignment for an NSEP service from the TSP Program Office. The service user then conveys that priority assignment to the service vendor by means of a service order. For as long as the assigned restoration priority remains in effect, the service vendor is required (within the rules established by the FCC) to restore that service before services without TSP assignments, and before TSP services with a lower priority.

A restoration priority assignment can be obtained from the TSP Program Office before a new service is ordered from a service vendor. A restoration priority assignment can also be obtained for a service already in use. Once obtained, the restoration priority assignment is in effect for three years or until revoked, changed, or revalidated at the request of the service user.

4.1 REQUESTING A RESTORATION PRIORITY ASSIGNMENT

As depicted in figures 4-1a and 4-1b, a service user requests a restoration priority assignment from the TSP Program Office. In approving the request, the TSP Program Office sends a TSP assignment back to the service user. The assignment is contained in a TSP Authorization code. Requests for the initial assignment of a restoration priority (or its revision, revalidation or revocation) are made to the TSP Program Office using the TSP Request For Service User's form (SF 315)¹. (Instructions for completing the TSP Request form are in chapter 6.0.)

¹ Users that order services via the Defense Commercial Communications Office (DECCO) normally do not use a SF 315 to request TSP assignments. Instead they use the Telecommunications Service Request (TSR) process described in Defense Communications Agency Circular 310-130-1. Users that order service from another contracting activity should refer to that contracting activity's procedures for ordering TSP services.

Figure 4 - 1a

**REQUESTING A RESTORATION PRIORITY ASSIGNMENT
(Federal Government Service User)**

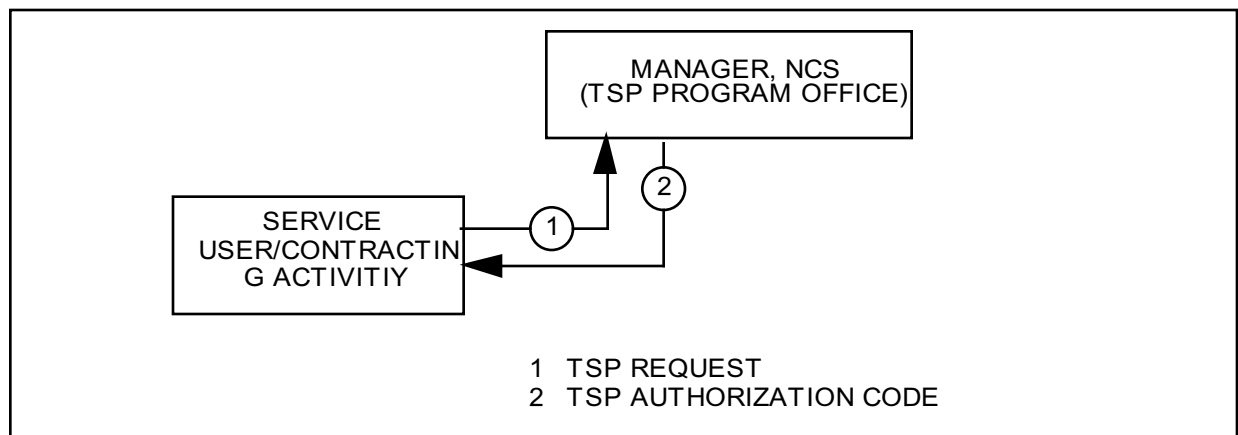
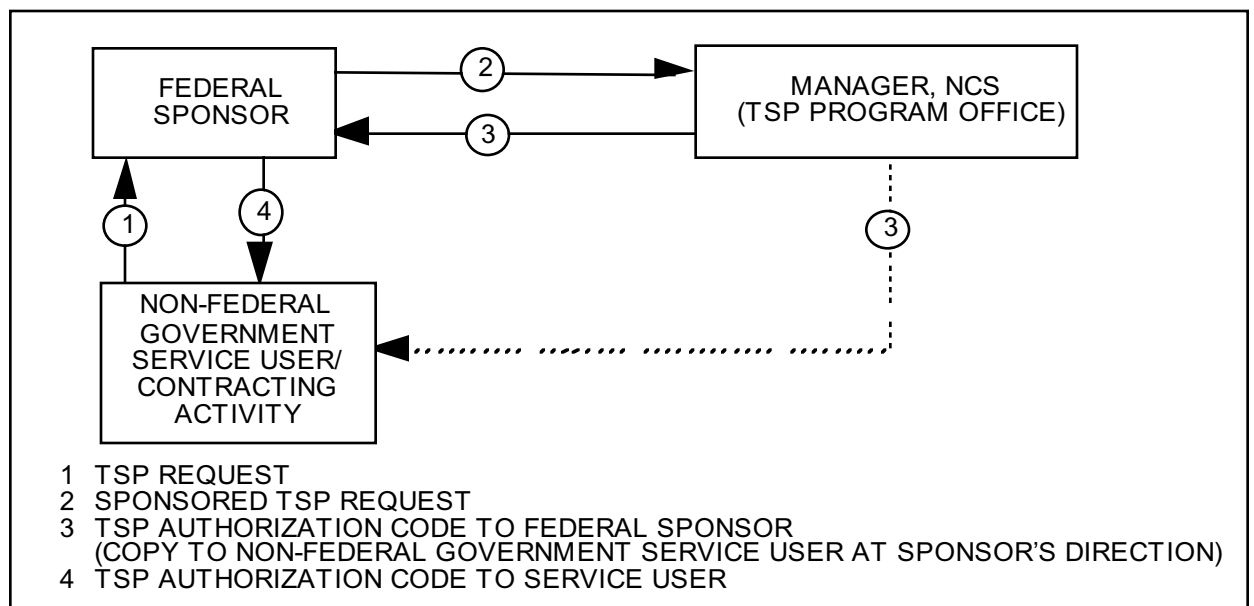


Figure 4 - 1b

**REQUESTING A RESTORATION PRIORITY ASSIGNMENT
(Non-Federal Government Service User)**



4.2 ASSIGNMENT OF A RESTORATION PRIORITY

After receiving a TSP Request (SF 315), the TSP Program Office will (based on the qualifications of the service) make a TSP assignment, deny the request, or ask the service user to provide additional information. The same qualifications and standards specified in this manual are used by the service user to request and by the TSP Program Office to assign a priority level.

The TSP Program Office will strive to process requests (if no additional information is required) within two working days of receipt. If the request contains invalid or incomplete information, the TSP Program Office will attempt to contact the requestor by telephone. If unable to contact the requestor, the TSP Program Office will send a notice to the service user point-of-contact requesting clarification or additional information.

If the TSP Request form is complete and the information it contains is consistent with the TSP System categories, criteria, and service profile, the service user can expect that the requested priority level will be assigned. After determining whether to assign a priority level (either at the requested priority level or another level) or to deny the request, the TSP Program Office will send a notice to the service user designated on the TSP Request form.

For each TSP service assigned a priority level, the TSP Program office will establish a unique 12-character TSP Authorization Code. The restoration priority is the 12th character of the TSP Authorization Code.

4.3 PROVIDING A RESTORATION PRIORITY TO A SERVICE VENDOR

As depicted in figures 4-2a and 4-2b, after the service user receives a TSP Assignment (contained in a TSP Authorization Code) from the TSP Program Office, the service user includes the TSP Authorization Code on the service order sent to the service vendor.

NOTE: The vendor receiving the service order is called the prime service vendor. If the prime service vendor makes arrangements with one or more additional service vendors to provide portions of the service, the prime service vendor is responsible for providing the other service vendors with the TSP assignment. The TSP Program Office does not transfer the TSP Authorization Code directly to the prime service vendor. This transfer is part of the normal contractual process that takes place between the service user/contracting activity and the prime service vendor. It is important to remember that prime service vendors will require the TSP Authorization Code on all subsequent service orders for a TSP service, even if the subsequent order does not alter the TSP assignment.

If the service user wants to revoke or change an assigned priority level, the service user must (for consistency of records) submit these changes to the TSP Program Office on a TSP Request (SF 315) before sending a change or revocation to the service vendor. (The service user is also responsible for sending the SF 315 to the TSP Program Office to update any information previously provided which has become obsolete. See chapter 7.0 for a discussion of these reporting responsibilities.) Once the revocation or change is recorded by the TSP Program Office, the service user passes that information to the service vendor in a service order.

Figure 4-2a

**FORWARDING A TSP ASSIGNMENT
(Federal Government Service User)**

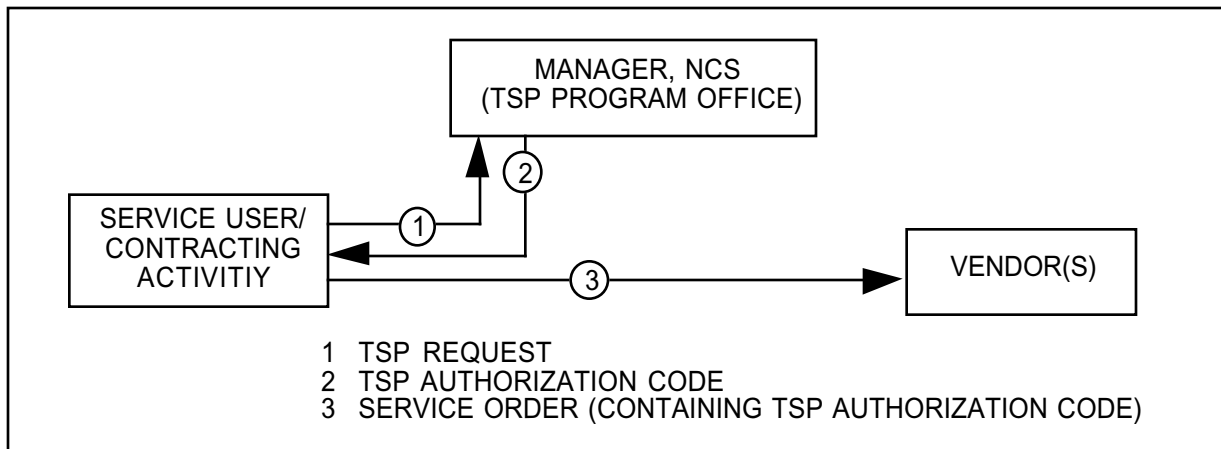
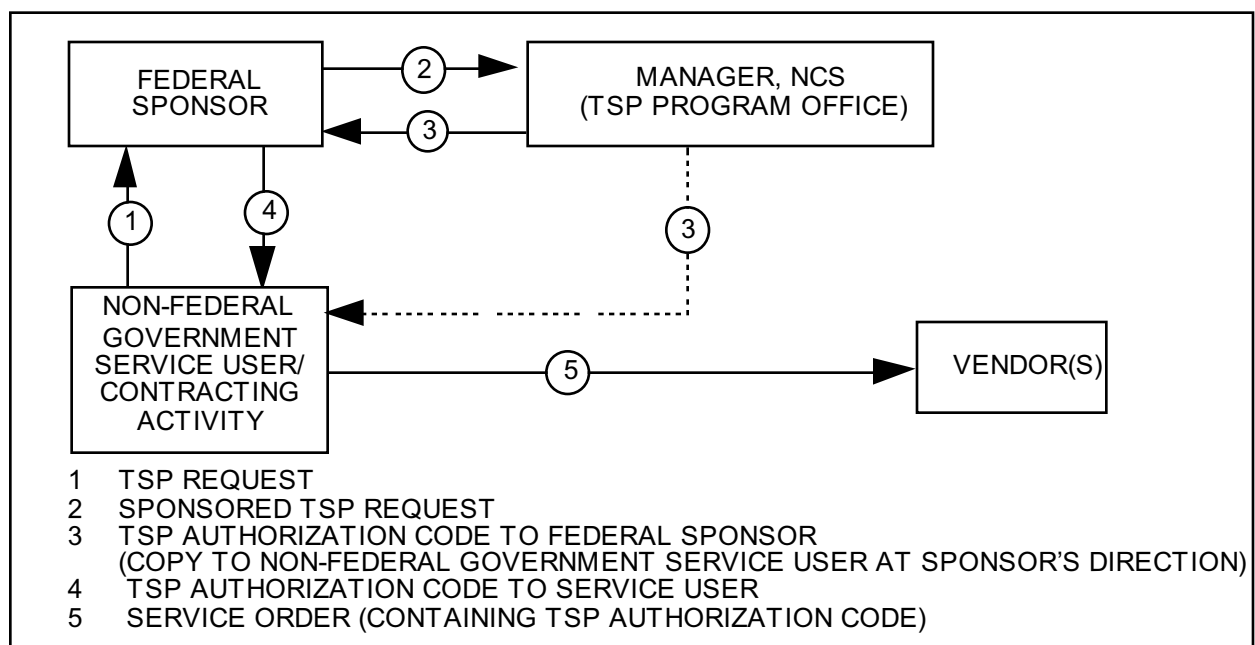


Figure 4-2b

**FORWARDING A TSP ASSIGNMENT
(Non-Federal Government Service User)**



4.4 SERVICE VENDORS' TSP RESTORATION RESPONSIBILITIES

Service vendors are required to restore TSP services before services without restoration priority assignments. A service vendor will have a 24-hour point-of-contact to receive reports of TSP service outages. (Service users are expected to report TSP service outages or failures to the service vendor's point-of-contact.) Service vendors are to allocate available resources to restore TSP services as quickly as practicable, dispatching outside normal business hours if necessary to restore TSP services assigned a restoration priority of 1, 2, or 3. Service vendors are required to dispatch outside normal business hours to restore TSP services assigned 4 or 5 only when the next business day is more than 24 hours away.

4.4.1 Order Of Restoration.

TSP services will be restored in order of restoration priority level assignments: i.e., TSP services assigned a restoration priority of 1 will be restored first, followed by TSP services assigned restoration priorities of 2, 3, 4, and 5.

Service vendors will restore TSP services assigned the same restoration priority based on their determination of which service can be restored first. In lieu of a clear distinction, the service vendor will use their best judgment to determine the restoration order. The service vendor should not normally interrupt TSP service restoration work in progress to restore another TSP service assigned the same priority level. The service vendor is not prevented from allocating their resources in a manner that, in their best judgment, will most efficiently facilitate restoration of TSP services as soon as possible.

As a matter of general practice, service vendors should restore existing TSP services before provisioning new TSP services. Service vendors are free to use their best judgment in restoring or provisioning TSP services as long as they comply with the FCC's TSP System rules. However, if a dispute arises, the TSP Program Office (in carrying out the EOP's responsibility to resolve disputes) will require the restoration or provisioning of TSP services in the following sequence:

- Restore TSP services assigned restoration priority level 1
- Provision Emergency TSP services (provisioning priority level E)
- Restore TSP services assigned restoration priority level 2, 3, 4, or 5
- Provision TSP services assigned provisioning priority level 1,2,3,4, or 5.

4.4.2 Broadband Restoration

Service vendors are permitted to provide priority restoration to broadband facilities that contain TSP services, even though services assigned no priority or lower priority may be restored along with or sometimes ahead of some higher priority level services. Alternatively, the service vendor may re-route individual TSP services from a failed facility onto another facility to hasten restoration.

Service vendors are to consider the priority levels of the TSP services supported by a multiple service facility when determining the order of restoration. For example, a multiple service facility supporting TSP services assigned restoration priorities 1 and 2 should be restored before a multiple service facility supporting TSP services assigned restoration priorities 3, 4, and 5. Service vendors will use their best judgment to determine the restoration order of multiple service facilities that support a number of TSP services with a variety of restoration priority assignments.

4.5 MANAGEMENT GOALS FOR DISTRIBUTION OF RESTORATION PRIORITIES

Restoration priorities guide service vendors on the sequence in which to restore TSP services in case of the outage or failure of multiple TSP services. If too many TSP services carry the same priority level, in effect none of those services have priority.

As administrator of the TSP System, the Manager, NCS is responsible for ensuring that TSP assignments do not become concentrated at the highest available priority levels. TSP Management Goals have been developed to provide broad, high-level guidelines to ensure a reasonable distribution of priorities across all TSP categories and subcategories.

The Manager, NCS will use these TSP Management Goals to review TSP assignments across the TSP System as a whole. The Manager, NCS will compare the actual distribution of TSP assignments against the distribution suggested by the TSP Management Goals.

The Manager, NCS is tasked with reporting trends in the TSP System to the FCC; Director, OSTP; and the TSP Oversight Committee at least quarterly. This report includes the relative percentages of services assigned to each priority level under each TSP category and subcategory.

If a disproportionate number of services become concentrated at the highest available

priority levels, the Manager, NCS will identify this trend to the FCC and the TSP Oversight Committee and seek recommendations.

The purpose of restoration priority assignments is to guide a service vendor on the sequence in which to restore services in case of an outage. Even though several services may qualify under the same TSP category, it is in an agency's best interest to rank those services and distribute the requested priority levels accordingly. Distributing the priority level requests to reflect the agency's own requirements will ensure that service vendors recognize the service user's most important services when responding to a failure or outage.

Individual agencies with TSP services are not bound by the TSP Management Goals. However, service users are strongly encouraged to apply these goals to the distribution of TSP assignments within their agency. The person within an agency requesting an individual TSP assignment may not be able to take the TSP Management Goals into account when determining the priority level to request. (See paragraph 6.6 for a discussion of determining a restoration priority level.) However, the agency's telecommunication managers are urged to monitor the distribution of TSP assignments. By monitoring the distribution, agency managers can ensure their most important NSEP requirements are restored first by the service vendors.

Figure 4-3 presents the TSP Management Goals. For a given subcategory of Essential services, the TSP Management Goals establish a reasonable distribution of the available priority level assignments. For example, within the subcategory of "Public Health, Safety, and Maintenance of Law and Order," priority levels 5, 4, or 3 may be assigned. Use of the TSP Management Goals will encourage distribution of eligible services within that subcategory such that 50 percent or more are assigned a 5, 30 percent are assigned a 4, and no more than 20 percent are assigned a 3.

Figure 4-3

**TSP MANAGEMENT GOALS:
SUGGESTED DISTRIBUTION OF RESTORATION PRIORITIES**

SUBCATEGORY		PRIORITY LEVELS				
		5	4	3	2	1
A	National Security Leadership					*
B	National Security Posture and U.S. Population Attack Warning	35%	30%	20%	15%	
C	Public Health, Safety, and Maintenance of Law and Order	50%	30%	20%		
D	Public Welfare and Maintenance of National Economic Posture	70%	30%			

* National Security Leadership services qualify for a priority level of 1. However, service users should consider distributing some portion of these services among priority levels 2, 3, 4, and 5 to avoid concentrating all of their services at the same priority level.

4.6 LIMITATIONS FOR RESTORATION PRIORITY LEVELS

The TSP Management Goals are a tool to aid the Manager, NCS in reviewing the distribution of priority level assignments throughout the TSP System. The TSP Management Goals may also be used by individual agencies to review the distribution of their own priority level assignments. As a further aid to prevent the TSP System from becoming "top-heavy," NCSD 3-1 allows the Executive Office of the President to establish limitations upon the relative numbers of services which may be assigned any restoration priority level. (These limitations, if established, will not take precedence over laws or executive orders.)

NCSD 3-1 directs that priority levels be assigned to only the minimum number of services required to support an NSEP function; therefore, priority levels will not normally be assigned to backup services on a continuing basis. However, if a service user specifies a requirement for physically diverse routing or contracts for additional continuity-of-service features, back-up services may be assigned priorities (see paragraph 6.5).